



JOB DESCRIPTION

Job title	Diner Assistant
Salary range	£7.38 per hour
Department	Food and Beverage
Working pattern (hours/weeks etc)	Zero hours
Responsible to	Diner Team Leader
Supervisory responsibility	None
Job purpose	Providing an efficient and effective service for students, staff and other customers

Main duties and responsibilities

1	To work in the kitchens and prepare food to order and/or for sale
2	To work efficiently and effectively to produce food fast and accurately
3	To operate the equipment in the diner in accordance with manufacturer's instructions and in line with the relevant policies such as health and safety or food hygiene etc.
4	To ensure the Diner premises, equipment and displays are maintained in a clean and hygienic state at all times
5	To present yourself for work on time and ready to work hygienically, making use of any expected or provided uniform or other clothing required to conduct the work safely
6	To work in an organised and methodical way to ensure food orders are processed logically and accurately and that other tasks are done as required

Secondary and other duties

1	To sell food directly to customers at certain events such as BBQ's etc.
2	To deliver, replenish and clear away hospitality services to meetings, events and functions
3	To assist in other areas /operations as required from time to time

Standards

- The post holder will, at all times both professionally and personally, portray a positive image of NTSU

- The post holder will at all times uphold the values of NTSU and thereby demonstrate high standards of integrity, accountability, respect for others, courtesy and professionalism
- The post holder will be expected to be flexible and willing to support colleagues, both in their own team and in NTSU more widely. They will be expected to undertake any task which helps NTSU achieve its objectives that may be reasonably asked of them, given their role and position in NTSU

Miscellaneous

- The definition and examples of work included above are not exhaustive – they are illustrative and for guidance only. A particular post holder with this job title may not perform all duties detailed in this job description. Conversely, not all the duties performed will be listed on this document.
- It is the practice of NTSU to periodically examine employees' job descriptions and update them to ensure they relate to the job as then being performed. This will be done with the Senior Manager in consultation with the employee.

EMPLOYEE SPECIFICATION

Job title	Diner Assistant
Department	Food and Beverage
Responsible to	Diner Team Leader

Criteria	Essential	Desirable
Experience	Delivering a service, product, task or other outcome to a customer or other person	In a catering environment
		Of serving food and beverages
		In a bar with foodservice provision
Skills	Flexibility and reliability	To work on own initiative
	To work as part of a team or on own	
	Organised and methodical	
	Ability to remain calm and unflustered when busy	
Knowledge	Of great customer service and how to provide it	Food hygiene certificate to CIEH Level 2 or equivalent
	Of food hygiene and cleanliness	Health and safety certificate
	Of health and safety	